AccessNow
Utah Medicaid/UMAP On-Line Eligibility Information

Medicaid and UMAP client eligibility information is available through the *AccessNow* information line. You need only:

- ▸ A touch tone telephone
- ▸ Your 12 digit Medicaid Provider Number
- ▸ Client's 10 digit Medicaid ID number
  OR
  Client's Social Security Number and date of birth
- ▸ Date of Service

Advantages of *AccessNow*:

- ✿ *AccessNow* is available 7 days a week
  Monday - Saturday: 6:00 a.m. to Midnight
  Sunday: Noon to Midnight

- ✿ Toll free telephone numbers:

  538-6155 in the Salt Lake City area

  1-800-662-9651 for the rest of Utah and surrounding states of Idaho, Wyoming, Colorado, New Mexico, Arizona, and Nevada.

- ✿ Callers may obtain the Medicaid I.D. number if they have the correct Social Security number and date of birth of their client.

- ✿ Callers may make any number of inquiries per call.

AccessNow gives the following information:

- √ Client Eligibility

- √ Program (Medicaid, QMB, UMAP, Emergency Service, and "Baby Your Baby")

- √ HMO Enrollment and HMO phone number

- √ Primary Care Physician

- √ Restricted Program

- √ Other Insurance (Including Medicare)

> Health Care Financing administers 5 basic benefit programs. Providers should be familiar with limitations and scope of coverage of each program.

Calling *AccessNow*

- ▸ Dial the Medicaid/UMAP information line:
  538-6155 or **1-800-662-9651**
- ▸ To select AccessNow press "**1**" during the first menu.
- ▸ Press "**1**" to access eligibility information.
- ▸ Enter your 12 digit Medicaid Provider Number AND either • the client's 10 digit Medicaid Identification Number or
  • 9 digit Social Security Number **and** date of birth.
  NOTE: For *Baby Your Baby Program* clients, use the 9 digit number plus the 'star' key *****.
  Example: Baby Your Baby, enter 123-45-6789 *****.
- ▸ Enter the date of service as six digits (MMDDYY) or press the 'star key' ***** to default to the current date.

AccessNow will provide one of the following messages:
- √ Client eligibility
- √ No record found with that I.D.
- √ Invalid date of birth (if using a Social Security Number)
- √ Invalid date of service

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Utah Medicaid/UMAP *AccessNow*
On-line Eligibility
(1-801) 538-6155 or 1-800-662-9651
Available Monday through Saturday 6:00 a.m. to midnight; Sunday noon to midnight

1	To Listen To Information
2	To Skip Information
3	To Transfer To The Customer Service Unit
5	For Scope Of Benefits Explanation
8	To Enter The Next Client ID
9	To End The Call
#	To Replay Information

Your Provider Number ────────

FAX numbers

Document Control: (801) 536-0476
Paper claim submission (live claims), Medicaid Information Bulletin (MIB) and provider manual requests

Customer Service: (801) 536-0463
Claim corrections, manual pricing documentation including invoices

Pharmacy/Transportation: (801) 536-0464
Transportation documentation, claim corrections, transportation prior authorization requests

Provider Enrollment: (801) 536-0471
Provider applications, provider information updates including change of address, etc.

Operations and Technical Support: (801) 536-0498
Medicaid On-Line applications

Hospital: (801) 536-0493
Claim corrections, miscellaneous information

Nursing Home/Hospital: (801) 536-0474
Claim corrections

Emergency Only Program: (801) 536-0475
Medical Documentation

Filing Deadline Issues: (801) 536-0164
Affidavit and documentation

Medicaid Prior Authorization requests: (801) 538-6382

Other Medicaid Issues: (801) 538-6805
General number when a specific work team is not known. If FAX is intended for specific individual, please put that person's name on the cover sheet. This will help ensure the fastest service possible.

Agency Conference and/or Formal Hearing: (801) 538-6478

TPL documentation, EOBs: (801) 536-8513
(Office of Recovery Services)